Vendor: Avaya

Exam Code: 3M00030A

Exam Name: Avaya Contact Center Select (ACCS) Avaya Professional Design Specialist (APDS) Online Test

Version: Demo

QUESTION 1
Avaya Contact Center Solutions for IP Office including Avaya IP Office Contact Center and Avaya Contact Center Select are solutions optimized for IP Office software.

A. True
B. False

Correct Answer: A

QUESTION 2
The Avaya Midmarket portfolio was created for midsize businesses because of which of the following reasons. (Select one.)

A. Current offers in the Customer Experience Management (former Contact Center) space were too complex and too expensive for some midsize businesses.
B. Current offers in the Customer Experience Management (former Contact Center) space had no blending of inbound, outbound, and multichannel workflows.
C. Current offers in the Customer Experience Management (former Contact Center) O space had full-featured multichannel solutions which were of no interest to midsize businesses.
D. Current offers in the Customer Experience Management (former Contact Center) space had too few deployment options that midsize businesses were looking for.

Correct Answer: A

QUESTION 3
Which is an IP Office-based Midmarket contact center solution? (Select one.)

A. Avaya Aura® Call Center Elite for Midsize Enterprise
B. Avaya Proactive Contact
C. Avaya Outbound Contact Express
D. Avaya Aura® Contact Center

Correct Answer: B

QUESTION 4
Identify the maximum number of configured agents for all channels on Avaya Contact Center Select. (Select one.)

A. 100
B. 500
C. 1000
D. 3,000

Correct Answer: C

QUESTION 5
Avaya Contact Center Select (ACCS) supports Home Worker Agent (Telecommuter) scenarios. Which is the scenario depicted in the diagram shown here? (Select one.)
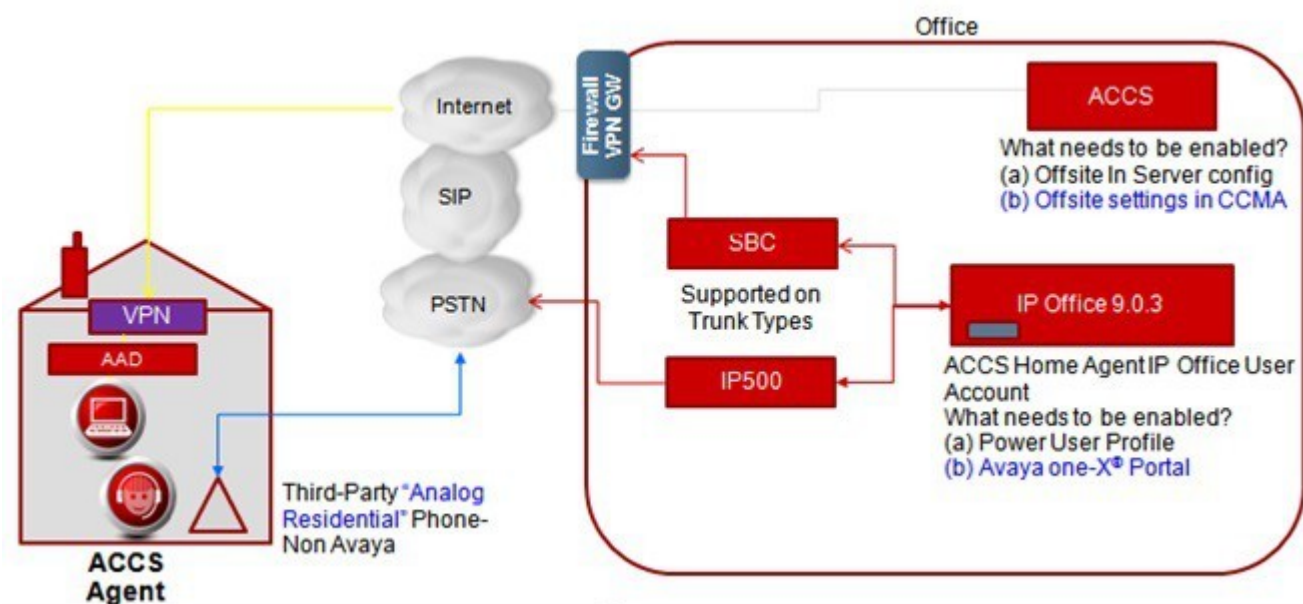
A. Agent works from home using an Avaya "VPN" Phone as their audio device - Secure Solution
B. Agent works from home using their "Non Avaya" Phone as their audio device
C. Agent works from home using an Avaya IP Office "SIP Softphone" as their audio device - Secure Solution

Correct Answer: C

QUESTION 6
Which statements speak to the value of Avaya Contact Center Select? (Select two.)

A. It is an enterprise-class solution that offers simplicity without compromise, for contact centers with 30 to 250 agents that address the entire customer lifecycle.
B. It offers an optimized template proposal for the Midmarket which is scalable up to the enterprise market, and provides one investment stream across all market segments
C. It is a full-featured solution that delivers simplicity and exceptional value for contact centers with up to 100 agents focused primarily on support.

Correct Answer: BC

QUESTION 7
Which of the following describes the Avaya Contact Center Select (ACCS) Ignition Wizard? (Select one.)

A. An ACCS service that performs one way synchronization of ACCS supervisors and agent accounts with their corresponding IP Office user accounts
B. The starting point to determine the complete health of the ACCS application in terms of connectivity to IP Office, software health, debug tools, and log tools
C. A graphical flowchart application to define workflow for all media types in ACCS
D. A GUI based applications that allows the installer craftsperson to capture O customer specific deployment information and then complete the installation and commissioning of ACCS

Correct Answer: D

QUESTION 8
Which are capabilities of Avaya Contact Center Select (ACCS)? (Select four.)

A. Outbound calling campaigns
B. Home worker agents
C. Customer satisfaction surveys

D. Call recording

E. Multimedia agents

Correct Answer: ABDE

QUESTION 9
Avaya Contact Center Select (ACCS) supports Home Worker Agent (Telecommuter) scenarios. Which is the scenario depicted in the diagram shown here? (Select one.)
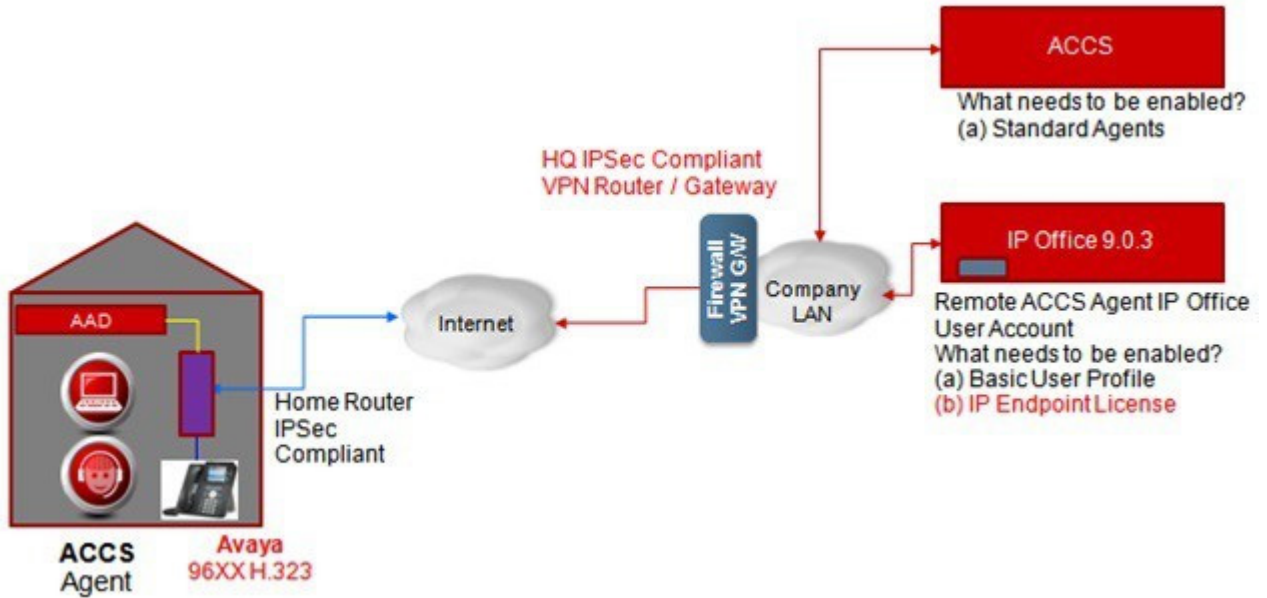
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Correct Answer: C

QUESTION 10
With Avaya Contact Center Select running IP Office Server Edition (SE) running on a DL360 server, what is the maximum number of concurrent multimedia agents? (Click and drag the correct option to the space below.)

Parameter		IPO SE R620	IPO SE DL360	IPO SE DL120	IP500v2 (*)	
					SIP Trunks	TDM Trunks
Incoming customer calls.		375	375	187	45 (90)	45 (60)
Calls in queue to IPO-CC		125	125	62	15 (30)	15 (20)
Calls in progress to active agents		250	250	125	30 (60)	30 (40)
Customer-agent call legs recording		250	250	125	30	30
Additional call recording legs (10%) for consultation calls		25	25	13	0	0
Additional general purpose voicemail channels. This requires that G.711 is used as the codec for >= 90% of all call legs.		75	75	37	10	10
Max BHCC of incoming customer calls, assuming 95% distribution to agents and 50% re-distribution	Supported	5000	5000	2500	600 (1200)	600 (800)
Maximum concurrent voice agents		**250**	**250**	**125**	**30 (60)**	**30 (40)**
Maximum concurrent multimedia agents		250 (= max logged-in agents)				
Maximum multimedia capacity		600 WC/hr , 1200 email/hr				
Maximum configured agents (all channels)		1000				

^ (Figures in brackets are applicable where call recording is not in use). Minimum 20% margin on specified BHCC figures.

A. 250
B. 25
C. 375
D. 187

Correct Answer: A

QUESTION 11
Which of the following describes the Avaya Contact Center Select (ACCS) Synchronization Service?
(Select one.)

A. An ACCS service that performs one way synchronization of ACCS supervisors and agent accounts with their corresponding IP Office user accounts
B. A graphical flowchart application to define workflow for all media types in ACCS
C. The starting point to determine the complete health of the ACCS application in terms of connectivity to IP Office, software health, debug tools, and log tools
D. A GUI based applications that allows the installer craftsperson to capture customer specific deployment information and then complete the installation and commissioning of ACCS

Correct Answer: A

QUESTION 12
Avaya Contact Center Select (ACCS) Call Recording leverages the IP Office call recording administration capabilities. Which are core features of those capabilities? (Select six.)

A. Direction
B. Searchable and Filter by
C. Screen recording of agent workstation
D. Agents
E. Date and Time
F. Skills

G. GUI Based Search and Replay

Correct Answer: ABCEFG

QUESTION 13
Which of the following describes the Avaya Contact Center Select (ACCS) Workflow Designer? (Select one.)

A. A graphical flowchart application to define workflow for all media types in ACCS
B. A GUI based applications that allows the installer craftsperson to capture O customer specific deployment information and then complete the installation and commissioning of ACCS
C. The starting point to determine the complete health of the ACCS application in terms of connectivity to IP Office, software health, debug tools, and log tools
D. An ACCS service that performs one way synchronization of ACCS supervisors and agent accounts with their corresponding IP Office user accounts

Correct Answer: C

QUESTION 14
Avaya Contact Center Select (ACCS) currently supports High Availability.

A. True
B. False

Correct Answer: B

QUESTION 15
Identify the number of standard report template that are available for Avaya Contact Center Select historical reporting. (Click and drag the correct option to the spacebelow.)

A. 27
B. 97
C. 57
D. 37

Correct Answer: D

QUESTION 16
Avaya Contact Center Select (ACCS) provides a unified Agent Desktop which delivers a single, light footprint, holistic, multimedia agent interface. Which are features of the Agent Desktop (AAD)? (Select five.)

A. Includes screen pops
B. Blends and manages most media types
C. Provides access to experts
D. Offers home agent options
E. Provides customer history
F. Provides best-in-class video solutions

Correct Answer: ACDEF

QUESTION 17
Which are features of the Avaya Contact Center Select (ACCS) Workflow Designer? (Select four.)

A. Integrated documentation creation
B. Simulated flows in a simulator
C. Out-of-the-box flows
D. Integrated administration

E. Pre-defined ACCS templates

Correct Answer: ABCE

QUESTION 18
Which of the following are deployment options for Avaya Contact Center Select (ACCS)? (Select three.)

A. ACCS Software Appliance Deployment Option
B. ACCS DVD Deployment Option
C. ACCS Small Server Deployment Option
D. ACCS Hardware Appliance Deployment Option

Correct Answer: ACD

QUESTION 19
The net value message for Avaya Contact Center Solutions for IP Office is that midsize businesses can now leverage Avaya customer experience management leadership in a solution that is fit for purpose - simple, yet powerful; with flexible deployment options; easy to use, maintain, and administer, and are all optimized for use with Avaya IP Office software.

A. True
B. False

Correct Answer: A

QUESTION 20
Avaya Contact Center Select (ACCS) comes with two sample Supervisor User Accounts called Reporting 1 and Reporting 2, which are some of the tasks that the Supervisor Users can perform? (Select five.)

A. Assigning agent to skills
B. Producing all historical reporting
C. Adding Administrator Users
D. Producing all real-time reporting
E. Managing agent and skills
F. Making minimal configuration changes, for instance add activity codes, view skill setup, and view agent configurations

Correct Answer: ABCDF

QUESTION 21
For voice calls which are the three integrations to IP Office from Avaya Contact Center Select (ACCS)? (Select three.)

A. Voice Networking
B. Computer Telephony Integration (CTI) using Telephony Application Program Interface Direct (TAPID)
C. SIP TR87 for advanced CTI control
D. Sync Service for Users
E. SIP for call control

Correct Answer: CDE

QUESTION 22
Avaya Contact Center Select (ACCS) comes with a sample Administrator User Account, which are some of the tasks that the Administrator User can perform? (Select five.)

A. Modify sample data
B. Modify configuration data
C. Launch IP Office Manager from inside of ACCS management application

D. Perform multimedia configuration

E. Add supervisors and agents

F. Perform advanced work flows

Correct Answer: ABCEF

QUESTION 23

Which is a component of the Avaya Contact Center Select (ACCS) Ignition Process?(Select one.)

A. Installation Wizard

B. Network Setup Wizard

C. Network Configuration Wizard

D. ACCS Patch Installer

Correct Answer: C

QUESTION 24

Avaya Contact Center Select (ACCS) supports Home Worker Agent (Telecommuter) scenarios. Which is the scenario depicted in the diagram shown here? (Select one.)
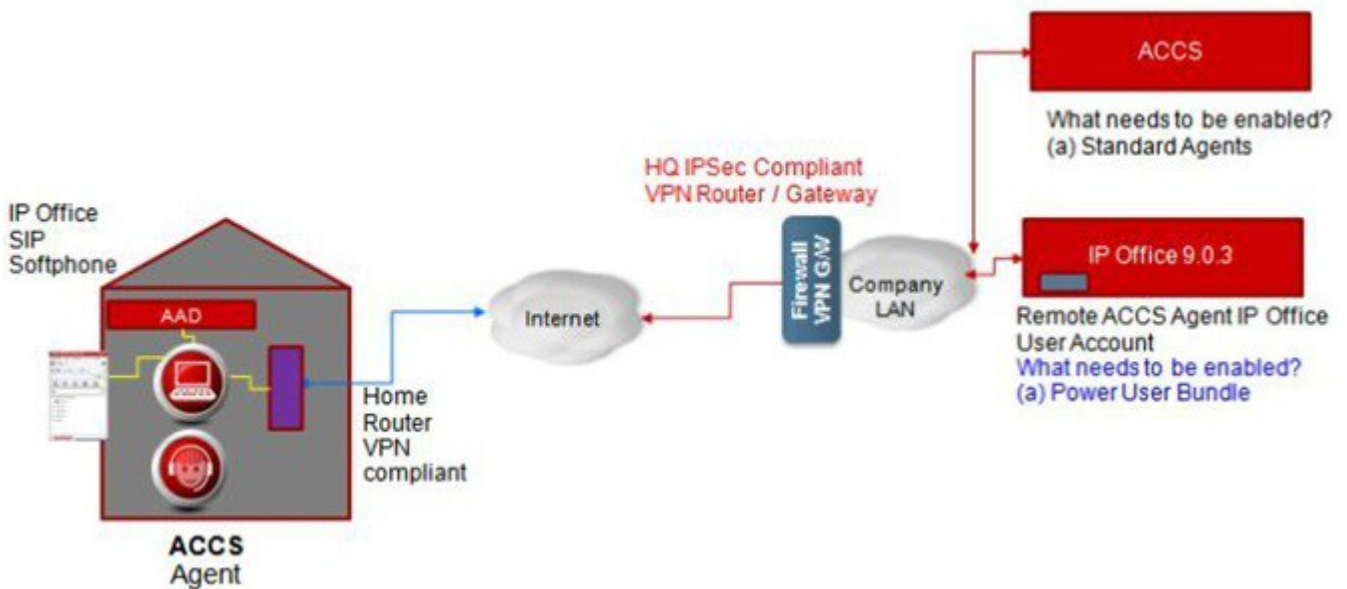
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C. Agent works from home using their "Non Avaya" Phone as their audio device

Correct Answer: B

QUESTION 25

Which is an operations/business issue that the Avaya Contact Center Select (ACCS) Synchronization Service addresses? (Select one.)

A. Deliver a single management and administration point for contact center users

B. Deliver a contact center application that is quick and simple to install with minimal user steps

C. Manage and balance the workload of the agents in the contact center

D. Enable the consistent handling of multiple contacts

Correct Answer: B

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